



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ferguson et al.

Title: DIAGNOSTIC APPARATUS  
FOR AND METHOD OF  
DETERMINING A  
KNOWLEDGE  
MANAGEMENT SOLUTION

Application No.: 09/382,141

Filing Date: 08/24/99

Examiner: C. Colon

Art Unit: ~~2463~~ 3623

Atty. Dkt. No. 026167-0616

Commissioner for Patents  
Box NON-FEE AMENDMENT  
Washington, D.C. 20231

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on the date below.

Scott D. Anderson  
(Printed Name)

*Scott D. Anderson*  
(Signature)

July 8, 2002  
(Date of Deposit)

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**REPLY AND AMENDMENT**

This Reply and Amendment is submitted in complete response to the final Office Action dated May 6, 2002.

**In the Claims**

In accordance with 37 C.F.R. § 1.121, please substitute for pending Claims 1, 9, 22, 27, and 28 the following rewritten versions of the same claims, as amended. The changes are shown explicitly in the attached "Version with Markings to Show Changes Made" attached hereto as Appendix A.